CILIZENS NIC 90052-8104 BO BOX 1104





2001

Illinois Telephone Customer Survey Rate Your Phone Companies

See Inside...

▼ LIFT HERE TO OPEN ▼

Being a phone customer used to be easy. You had one company that provided your phone service. If you had any problems, it was easy to get them fixed. You got one easy-to-read bill and you knew just what you were paying for.

But things have changed—and not all those changes have been positive.

That's why the Citizens Utility Board (CUB) is conducting the 2001 Illinois Phone User Survey—we want to hear your views on the state of phone service today. Please take a few minutes to fill out the attached survey and return it to CUB as soon as possible in the envelope provided.

CUB is the largest organization in Illinois dedicated to fighting for your rights as a utility ratepayer. Each year CUB asks consumers like you to help assess the performance of your utility companies—so we can identify the most serious problems facing consumers.

But we're also asking you to become a member of CUB and help us keep up the fight for fair rates and better service from your gas, electric and phone companies.

Thanks to the generous support of Illinois consumers, CUB has helped save utility customers over \$4 billion—by working to block rate increases and by winning rate reductions and refunds of past overcharges.

By returning your completed survey, along with a membership contribution, you will help CUB carry on the fight for fair rates before state regulators, in the legislature and in the courts—and you'll be standing up for your rights as a consumer.

INSTRUCTIONS: Return completed survey in the attached envelope. (The survey will need to be folded to fit into the return envelope.) All individual survey responses will be kept strictly confidential YOUR LOCAL PHONE COMPANY 1. Which company provides your local phone service? ☐ GTE/Verizon L Other 2. How much is your average monthly local phone bill? \$20.00-\$29.99 Under \$20 **\$30.00-\$39.99 \$40.00-\$49.99** □ \$100.00-\$199.99 L S50.00-74.99 ☐ 75.00-\$99.99 3. Do you feel your local phone rates are fair? □ No ☐ Don't know 4. Has any other phone company offered to provide your local phone service? 5. Given the opportunity, would you switch to a new company for your local phone service? Don't know 6. On a scale of 1 to 5, how would you rate the overall service provided by your local phone company? (1 meaning "poor" and 5 meaning "excellent") Circle the appropriate number. No opinion 5 YOUR LONG-DISTANCE COMPANY 7. Which company provides your long-distance phone service? ☐ MCI ☐ AT&T ☐ Sprint ☐ Verizon ☐ Owest □ Other 8. How much is your average monthly long-distance phone bill? \$5.00-\$10.00 Under \$5 **■** \$10.00-\$20.00 **■** \$20.00-40.00 □ \$40.00-\$74.99 \$75.00-\$99.99 ☐ \$100.00-\$199.99 ☐ \$200 or more 9. Do you understand all the rates, surcharges and taxes on your long-distance bill? □ No 10. On a scale of 1 to 5, how would you rate the overall service provided by your long-distance phone

company? (1 meaning "poor" and 5 meaning "excellent") Circle the appropriate number.

No opinion

YOUR CELLULAR OR V	VIRELESS PHONE (COMPANY	
If you do not subscribe to co	ellular or wireless servi	ce, leave this section	blank.
11. Which company provided AT&T	es your cellular or wire Sprint Nextel	less phone service? Cingular Other	PrimeCo
12. How much is your avera Under \$20 \$60.00-\$100.00	\$20.00-\$30.00	\$30.00-\$40.00	☐ \$40.00-60.00 ☐ \$300 or more
13. Do you understand all the Yes	he rates, surcharges and	l taxes on your cellula	r or wireless bill?
company? (1 meaning	"poor" and 5 meaning "	'excellent") Circle th	
1 2 OTHER COMMENTS	3		
SIGNATURE:			
Yes, I want to help CUB	fight for fair rates a	and better service f	rom my utility companies!
I have enclosed my comple	ted and signed survey.	Also, to help CUB in	its fight for fair gas, electric
and phone rates, I have encl	losed a generous memb	ership contribution of	• • • • • • • • • • • • • • • • • • •
□\$15 [□ \$20* □ \$2	5 □ Other	· \$
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SURVEY RESPONDENT I	• •	lease print clearly.	
ADDRESS			
CITY		STATE	ZIP CODE
This survey is not paid for with tax dollar CUB works for legislation to help consur	rs. It is paid for by the Citizens Ut ners, your contribution is not tax-d	ility Board, a nonprofit organizated uctible. Please make your che	ion that works for lower utility rates. Because ck payable to CUB. Thank you. 2/263-4282 • www.CitizensUtilityBoard.org

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Y(OUR LOCAL PHONE COMPANY
1.	Which company provides your local phone service? Ameritech GTE/Verizon Other
2.	How much is your average monthly local phone bill?
	☐ Under \$20 ☐ \$20.00-\$29.99 ☐ \$30.00-\$39.99 ☐ \$40.00-\$49.99 ☐ \$50.00-74.99 ☐ 75.00-\$99.99 ☐ \$100.00-\$199.99 ☐ \$200 or more
3.	Do you feel your local phone rates are fair?
	Yes No Don't know
4.	Has any other phone company offered to provide your local phone service? Yes No
5.	Given the opportunity, would you switch to a new company for your local phone service? Yes Don't know
6.	On a scale of 1 to 5, how would you rate the overall service provided by your local phone company? (1 meaning "poor" and 5 meaning "excellent") Circle the appropriate number.
	1 2 3 4 5 No opinion
YC	DUR LONG-DISTANCE COMPANY
7.	Which company provides your long-distance phone service? AT&T MCI Sprint Verizon Qwest Other
8.	How much is your average monthly long-distance phone bill? Under \$5
9.	Do you understand all the rates, surcharges and taxes on your long-distance bill? Yes No
10.	On a scale of 1 to 5, how would you rate the overall service provided by your long-distance phone company? (1 meaning "poor" and 5 meaning "excellent") Circle the appropriate number.
	1 2 3 4 5 No opinion

if you do not subscribe to	cellular or wire	less service, leave th	is section bl	ank.	
11. Which company provided AT&T Verizon	des your cellula Sprint Nextel	Cingul		☐ PrimeCo	·
12. How much is your ave Under \$20 \$60.00-\$100.00	S20.00- S	ellular or wireless ph \$30.00	-\$40.00	☐ \$40.00-60.00 ☐ \$300 or more	
13. Do you understand all Yes	the rates, surch	arges and taxes on yo	our cellular	or wireless bill?	
14. On a scale of 1 to 5, he company? (1 meaning	ow would you r ; "poor" and 5 r	ate the overall servic neaning "excellent")	e provided l Circle the	by your cellular or appropriate numbe	wireless r.
1 2	3	4	5	No opinio	1
OTHER COMMENTS					
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Yes, I want to help CUI					
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Note: Do not enclose vehicle registration renewal in this envelope.